

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

06-0790

ORIGINAL

Regarding a complaint by (Person making the complaint): DAVID YU

Against (Utility name): U.S. ENERGY SAVINGS CORP.

As to (Reason for complaint) Fraudently transferred account

in NORMAL Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 106 S. MALL Dr. NORMAL, IL 61761

The service address that I am complaining about is PRESIDENTS PLAZA, 8600 WEST BRYN MAWR, SUITE 440N
SUITE 440N, CHICAGO, IL 60631

My home telephone is (309) 664 7896

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (309) 454 1118

(Full name of utility company) U.S. ENERGY SAVINGS CORP. (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

815 ILCS 505/2 (From Ch. 121 1/2, Par 262)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

CHIEF CLERK'S OFFICE

2006 DEC 14 P 1:11

ILLINOIS COMMERCE COMMISSION

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See Attached

Please clearly state what you want the Commission to do in this case:

I want switch back to NICOR GAS and refund Excess charge.

Date: 12.12.2006
(Month, day, year)

Complainant's Signature

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, DAVID Yu, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) December 12, 2006

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

On June 14, 2006 at 5:00 PM I was working in the kitchen of my restaurant Mandarin Garden. One of our hostesses came to me and said a man from Nicor Gas Company wanted to ask me a few questions. I came out to the front of our restaurant with the hostess and the man introduced himself as research agent for natural gas and would not specify the company he worked for. After speaking with him for a few minutes the man led me to believe he was from a special division of Nicor and he had a new offer for me from Nicor. Nicor is the gas company I currently use and the man portrayed himself as having a new offer from my current company.

The man then asked me for a copy of a previous gas bill. I showed the man my bill from last month. He then looked at the statement and did some math and told me his new program would be good for me. While the man had my gas statement he began to fill out a new form for a new program. He used the copy of my gas bill to attain my Nicor account number, local gas meter number, address, and phone number. He then asked me for my name and I wrote it on the form for him. After this the man called his company from my restaurant and then asked me to speak with the company and verify my name. After I did, he took the phone from me and then started speaking to his company again.

The man then began to ask me more questions about personal information regarding my restaurant. He then asked for my business tax ID number. I realized this man was trying to open a new account because that is the only time a company asks for a business tax ID number. I immediately refused to give him any more information. I then asked the man if he was from the Nicor Gas Company. The man would not say yes, or no. Nor would he tell me what company he did work for. All he would do is tell me about how good his program was. I stopped the man again and asked him a second time if he worked for Nicor Gas Company. The man refused to answer me. I then asked the man why he tried to deceive me and why he wasted our time with his deceptive gas program.

The man quickly took all of the paper work we looked over and tried to walk out the door. I asked the man to listen to me and he stopped in front of the door to hear what I had to say. I clearly told the man that I do not want to switch gas companies. I also told him if he switched my natural gas provider I would take legal action against him and his company. The man then exited the restaurant without leaving me any receipts, or contact information. I then assumed the man knew I wanted nothing to do with his company.

There were two witnesses with me during this exchange. The hostess Erin L. Staggs was beside me the entire time this all happened. There was also a server who periodically approached us during this time. His name is Kenneth L. Sinn. Both of these witnesses heard me tell the man I did not want to switch gas companies.

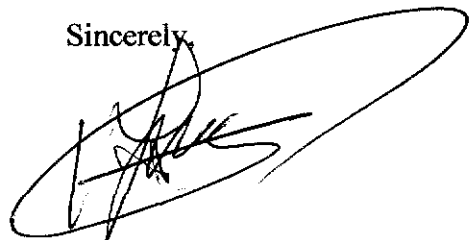
After two months I received a gas bill from U.S. Energy Savings Corporation. Without me knowing the man changed my natural gas provider. I then called the U.S. Energy Savings Corporation and told them about my experience with their salesman. I let them know I never intended to change my gas company. I also told them their salesman made this change without informing me at all. They then told me that I had signed a contract with them. I asked them to mail me this contract.

When I received the contract two weeks later I looked it over and found that it was missing important information such as my Business Tax ID Number, Social Security

Number, and my date of birth. In addition to this the salesman had filled out information that I did not want him to. Early in our conversation he had instructed me to fill out my name on this form. I did because he made it sound like the form was from Nicor Gas Company. He did not inform me that the form I wrote my name on was a contract with a different company. Without me knowing the salesman used this form start a new account with a new gas company. This was after I made repeated attempts to find out where the salesman worked and he refused to let me know.

The sales representative from the US Energy Savings Corporation deceived me and switched my natural gas provider without my permission. He led me to think that he had a new offer from my current company, Nicor Gas. Instead, even after I repeatedly told him I did not want to switch companies, he used the information he stole from my gas bill to switch my contract to US Energy Savings. Due to the deceptive business practices involved in this switch I demand the charges from US Energy Savings Corporation be dropped and that this contract be voided.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to be 'David Yu', written over the word 'Sincerely,'.

David Yu

12, 12, 2006